NEMT Reporting Template Technical Specifications

# Service Delivery Events

## Purpose

The Service Delivery Events tab is intended to provide an overall picture of utilization broken down into specific reporting categories.

## Data Dictionary

## Shared Ride

**Description:** Number of times individual legs of driver transports include more than one member in a vehicle during billable transport opportunity

**Format:** Numeric value

## Driver No-Show

**Description:** Number of times member or brokerage report driver did not pick up member at either originating or drop-off location resulting in member not receiving scheduled ride

**Format:** Numeric value

## Client No-Show

**Description:** Total number of times a member was not at pick up location as pre-arranged (after the allowed 15-minute window) resulting in ride cancellation

**Format:** Numeric value

## Client Cancellations

**Description:** Total number of times a member cancels a ride less than 24 hours in advance

**Format:** Numeric value

Driver Cancellations

**Description:** Total number of times a driver cancels a ride less than 24 hours in advance

**Format:** Numeric value

## Same Day Rides Scheduled

**Description:** Total number of same day requested rides provided

**Format:** Numeric value

## Same Day Rides Requested

**Description:** Total number of same day rides requested

**Format:** Numeric Value

## On-time Rides

**Description:** Total number of on-time rides as measured by pick-up time within 15 minutes of scheduled pick-up time

**Format:** Numeric Value

## Late Rides

**Description:** Total number of rides where driver arrived 15 minutes or more past scheduled pick-up time

**Format:** Numeric value

## Incorrect Vehicle Type Dispatched

**Description:** Total number of incidents where brokerage dispatched vehicle that was unable to meet member’s needs

**Format:** Numeric value

## Rides Scheduled

**Description:** Total number of rides scheduled regardless of whether cancelled, or driver/member no-show event

**Format:** Numeric Value

## Rides Denied

**Description:** Total number of rides denied by brokerage during reporting period

**Format:** Numeric by reason

**Reasons:**

1. Non-Covered service
2. Other resources
3. Not eligible
4. Unable to verify appointment
5. Court ordered
6. Same day-not urgent

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## Rides to Non-Covered Services

**Description:** Total number of rides provided to non-covered services

**Format:** Numeric by reason

**Reasons**:

1. Provided under Health Related Services
2. Non-Covered Services-Other (e.g., non-covered services with care coordination)
3. Total number of rides provided to non-covered services

## Hospital Discharge Pickups

**Description:** Total number of hospital discharges presented by situation

**Format:** Numeric value reported as:

1. Total number of pre-arranged hospital discharge pick-ups
2. Scheduled discharges picked up more than 15 minutes past scheduled time
3. Not prearranged hospital discharges when pick-up occurred more than 1 hour outside of pick-up window promised during scheduling

## Utilization Reporting

**Description:** Overall NEMT utilization

**Format:** Numeric value reported as:

1. Total enrollment beginning of reporting period
2. Total number of unique members using NEMT
3. Utilization rate defined as a percentage of services used. Numerator: Unduplicated count of members that received NEMT services for the reporting period. Denominator: Unduplicated count of enrolled members for the reporting period.

# Service Delivery Information

## Purpose

The Service Delivery Information tab is intended to record individual events for OHP members. Each record in the table should include a Member ID, Service Delivery Event, and the date of a Service Delivery Event. Accepted Service Delivery Events are listed on the ‘ServiceDeliveryEvents’ tab.

## Data Dictionary

## Date

**Description**: The date on which a Service Delivery Event occurred

**Example**: MM/DD/YYYY

**Format**: [10 total characters]

## Member\_ID

**Description**: The OHP **identifier issued by OHA** which corresponds to a member

**Example**: ABC12345

**Format**: [8 AlphaNumeric characters; upper case]

## Event

**Description**: A Service Delivery Event which occurred for the member on the date in question

**Format**: Accepted values are included in ‘ServiceDeliveryEvents’ table.

# Network Information

## Purpose

The Network Information tab is meant to include summarized information related to available NEMT networks during the period. At minimum ***one entry*** is required to summarize network information for the quarterly reporting period. Multiple entries may be used, however, to describe network change over time if desired (e.g. monthly entries may capture growth of certified drivers)

## Data Dictionary

## Report\_Date

**Description:** The date on which Network Information is being reported

**Example:** MM/DD/YYYY

**Format:** [10 characters]

## Current Number of Subcontractors

**Description:** The total number of subcontractors on reporting date

**Example:** 1507

**Format:** [1 – 10 numerical characters; no padding required]

## Current number of Subcontractor Certified Vehicles

**Description:** The total number of Subcontractor vehicles on reporting date

**Example:** 100

**Format:** [1 – 10 numerical characters; no padding required]

## Current number of certified drivers

**Description:** The total number of certified drivers in fleet on reporting date

**Example:** 1600

**Format:** [1 – 10 numerical characters; no padding required]

## Subcontractor on-site audits performed

**Description:** The total number of subcontractor on-site audits performed since last reporting date.

**Example:** 20

**Format:** [1 – 10 numerical characters; no padding required]

## Subcontractor vehicle inspections performed

**Description:** The total number of vehicle inspections performed since last reporting date.

**Example:** 80

**Format:** [1 – 10 numerical characters; no padding required]

## Subcontractor drivers trained

**Description:** The total number of subcontractor drivers trained since las reporting date.

**Example:** 150

**Format:** [1 – 10 numerical characters; no padding required]

# Call Center Information

## Purpose

The Call Center Information tab is meant to include summarized information related to call center performance during the period. All fields are mandatory.

## Data Dictionary

## Report\_Date

**Description:** The date on which Call Center Information is being reported

**Example:** MM/DD/YYYY

**Format:** [10 characters]

## Total number of presented calls for period

**Description:** The total number of calls received since the last reporting period.

**Format:** [Numerical characters;

## Average Speed of Answer (Wait Time)

**Description:** The difference in time from when the caller enters the que and receives a live response

**Format:** [Numerical characters representing average number of wait minutes]

## Average Handle Time

**Description:** Average time to handle completed call from live response to end of call

**Format:** Numeric value reported in minutes

## Abandonment Rate

**Description:** Total number of calls abandoned prior to a live response.

**Format:** [ Numeric value reported as a percentage of all inbound member or representative scheduling calls that were abandoned prior to a live response]

# Reimbursement (NEW)

## Purpose

The Reimbursement tab is intended to capture overall CCO and brokerage reimbursement to members and providers.

## Member Reimbursement

**Description:** Total representation of rides involving member reimbursement

**Format:** Reported as a total number and percentage of all unduplicated NEMT rides provided during the reporting period

## Member Reimbursements by Type

**Description:** Identification of all reimbursements by type:

1. Mileage
2. Meals
3. Lodging

**Format:** provided as a numeric value and percentage of overall reimbursements approved during the reporting period

### Member Reimbursements Denied

**Description:** Total number of member reimbursements denied by type:

1. Mileage
2. Meals
3. Lodging

**Format:** Reported as a total number and percentages by type of denied member reimbursement

## Denial Reason for Reimbursement

**Description:** Reason for reimbursement denial

**Format:** Numeric values indicating total number of reimbursements denied for:

1. No Prior Approval
2. Other reason

## Reimbursements Processed

**Description:** Number of member reimbursement checks processed in each month of the reporting quarter

**Format:** Numeric value representing total number of checks processed each month in the reporting quarter

**Description:** Timely adjudication of reimbursement checks

**Format:** Numeric values reporting average number of days to process reimbursement

**Description:** Average amount of reimbursement

**Format:** Numeric value representing average dollar amount of checks defined by total reimbursement during period divided by number of reimbursements

**Description:** Timeliness of provider reimbursement based on contracted arrangements

**Format:** Numeric values representing all providers eligible for reimbursement and number of providers not paid in full within specified period